

**DEPARTMENT OF HEALTH AND FAMILY SERVICES
DIVISION OF HEALTH CARE FINANCING
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 06-05

DATE: July 10 2006
DISPOSAL DATE: Ongoing

RE: IM Agency Scorecard
and Application Timeliness

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

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Division of Health Care Financing

PURPOSE

This memo provides information about a new secure website which will be made available to the Department and local agencies to help monitor contract performance standards and to provide agency specific data. It also provides information about how to access this website. Finally, this memo provides information about the implementation of the Application Timeliness Performance Standard.

BACKGROUND

Administrator's Memo 05-10 introduced two new performance standards, which are included in the CY2006 IM Appendix of the DHFS/State and County Contract for Social Services and Community Programs. These standards are for timely case processing and completion of second party reviews. In order to assist both the Department and local agencies in monitoring compliance with these and other contractual requirements, a new website, called the "Agency Scorecard" has been developed which will provide a series of reports that contain key information, such as the percentage of applications processed timely.

In addition, DHFS often receives requests from local agencies for information regarding number of cases and benefit dollars paid for those cases. Information and data such as this will also be included on the Agency Scorecard.

AGENCY SCORECARD

The initial release of this website will include reports for each agency that address the following:

- Application timeliness score, plus a detailed listing of all IM cases (including case name) not processed timely,
- Number of IM applications, reviews and changes,
- FoodShare QC error rate,
- Total number of IM cases and individuals, and
- Total amount of IM benefits paid.

New reports will be added to the Agency Scorecard website as they are developed, including:

- Completion of IM second party reviews,
- Medicaid QC error rate, and
- Case specific corrective action.

FORMAT OF DATA

The reports will be available in MS Excel format. Local agencies will be able to download the information and sort information by different categories. Some data (e.g., total benefits paid per county) will be annual data for CY 2005, some will be updated quarterly (e.g., completion of second party reviews) while others will be updated monthly (e.g., agency timeliness). A description of the data (source, time period, etc.) will be provided on the website and details can be viewed.

ACCESS TO REPORT DATA

Due to the confidential nature of some of the data which will be maintained on the Agency Scorecard website, such as participant names, this website will not be made available to the public. Access will be granted only for identified individuals in each local agency. Directors are asked to provide the names and e-mail addresses for those individuals who will be accessing and using the reports and the data contained in the Agency Scorecard. A follow-up communication will be sent to these individuals instructing them how to reach the website. Please send the names, e-mail addresses and phone numbers of those individuals in your agency who need to have access established to this website to the Central Office Contact listed below. Each of these individuals will then receive an e-mail containing the website address, their logon ID (which will be his/her e-mail address) and a default password. Access to the website is then available immediately. Since this is a temporary password, the first time an individual logs into the Scorecard, they will be prompted to change the password.

VALIDATION PERIOD FOR APPLICATION TIMELINESS

Implementation of the IM Agency Scorecard will initiate the beginning of a period of validation for the data related to Application Timeliness. For the remainder of CY 2006, agencies will have the opportunity to use the Application Timeliness reports to improve local processes. It will also allow the state the opportunity to consider feedback on these from local agencies. This feedback will help us to identify any logic errors that may have yet been undiscovered, and to enhance and improve the Application timeliness data reporting. No contract compliance actions will be taken in CY2006.

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